

## Enterprise Incident Report

As of 10/4/2010

### Agriculture and Food

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Agriculture and Food	76	76
	62	62
Customer Company Total	76 62	76 62

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Initial Response	
	Low	MIR Total
Agriculture and Food	76 4	76 4
Customer Company Total	76 4	76 4

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Agriculture and Food	76 0.12	76 0.12
Customer Company Total	76 0.12	76 0.12

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution	
	Low	MR Total
Agriculture and Food	76	76
	1	1
Customer Company Total	76	76
	1	1

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Agriculture and Food	76 0.42	76 0.42
Customer Company Total	76 0.42	76 0.42

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### Detail

INC000000182758	Warren Hess	None	None	None		TIR Missed: No	TIR:	7.65
Capitol Desktop Support	Danielle Hood	Agriculture and Food	Low	Closed	TTR Missed: Yes	TTR:		7.65
INC000000182952	Arlene Thatcher	None	None	None		TIR Missed: No	TIR:	0.13
Application Support	Pavel Milyavskiy	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.13
INC000000183228	Michael Smoot	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	1.42
Help Desk	Dan Barrett	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		1.42
INC000000183242	Joel Bernasek	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000183482	Liza Hipolito	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	TIR:	2.54
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		2.54
INC000000183662	Rhonda Overman	None	None	None		TIR Missed: No	TIR:	0.08
Application Support	Pavel Milyavskiy	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.08
INC000000183804	Robert Hougaard	None	None	None		TIR Missed: No	TIR:	5.52
Application Support	Pavel Milyavskiy	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		5.52
INC000000183906	Drew Matthews	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Dusty Serr	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000183934	Liza Hipolito	Application	Error	PGP		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000183949	Clint Burfitt	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000183953	Christina Bolli	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000183965	Mark Quilter	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000184029	Kathleen Clarke	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000184426	Shirley Reynolds	PC/Laptop	Password	None		TIR Missed: No	TIR:	2.53
Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		2.53
INC000000184527	Pat Nelson	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000185059	Kathleen Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Dusty Serr	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000185122	Bruce King	Mobile Devices	Error	BlackBerry		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:		0.00

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INC000000186005	Grant Tidwell	Telecom	Voice Mail		Telephone	TIR Missed: No	TIR:	1.74
	Voice Operations	Lois Schow	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	1.74
INC000000186246	Scott Oldham	Network	Incident		Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000186250	Mark Quilter	Application	Error		Microsoft Access 2003	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000186251	Kim Concepcion	PC/Laptop	Password		Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000186253	Carla Johnson	PC/Laptop	Performance		Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187099	Chris Crnich	PC/Laptop	Performance		Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187100	Kelly Oneida	Print/Copy/Scan/Fax	Incident		None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187105	Sue Mountheer	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187111	Kathleen Mathews	Network	Password		Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187115	Kay Brown	Application	Reporting		Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187131	Terry Menlove	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188201	Henry Nahalewski	Application	Error		Microsoft Access 2003	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188202	Warren Hess	Print/Copy/Scan/Fax	Incident		None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188215	Leonard Blackham	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188217	Bruce King	Network	Password		Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188220	Bracken Davis	Network	Password		Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189347	Bill Rigby	Application	Reporting		Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189488	Shelly Jensen	PC/Laptop	Error		Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.68
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.68

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INC000000190283	Drew Matthews	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190305	Angela M Martinez	Network	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191153	Carla Johnson	Application	Error	Brand Registrations	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191160	Ivette MacQueen	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191169	Mohammed Sharaf	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191173	Delia Tracey	Application	Reporting	Adobe Media Player	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191180	Mohammed Sharaf	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191183	Therese Aschkenase	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191187	Therese Aschkenase	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000192213	Delia Tracey	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192217	Michael Willardson	Application	Reporting	PGP	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192220	Mark Quilter	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192229	Delia Tracey	Application	Error	Adobe Acrobat 9.0 Pro	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192639	Jack Forsberg	None	None	None	TIR Missed: No	TIR:	4.61
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	4.61
INC000000193007	Rhonda Overman	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193014	Liza Hipolito	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193018	Delia Tracey	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193020	Carla Johnson	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000193025	Shelly Jensen	Application	Reporting	Establishment Registrations	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193036	Jack Forsberg	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193039	Jack Forsberg	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.06
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000193043	Stephen Ogilvie	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193046	Sharon Simonson	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193490	Brett Gurney	None	None	None	TIR Missed: No	TIR:	1.77
Application Support	Pavel Milyavskiy	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	1.77
INC000000193933	Kyle Stephens	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193957	Carla Johnson	Print/Copy/Scan/Fax	Incident	Brand Registrations	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194651	Sherie Edginton	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195064	Drew Matthews	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	2.13
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	2.13
INC000000195680	Richard Sandberg	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195687	Sharon Simonson	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195690	Jennifer Sung	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196371	Lewis Ekstrom	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196377	Therese Aschkenase	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196378	James Leavitt	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196382	James Leavitt	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196392	Carla Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000196590	Drew Matthews	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.58
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000197143	Carla Johnson	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197148	Carla Johnson	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197153	Lewis Ekstrom	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197156	Lewis Ekstrom	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00